

Household Goods Claims

TWO DEADLINES YOU CAN'T AFFORD TO MISS!

1) 70 DAYS FROM DELIVERY. **You must present DD Form 1840R to the Claims Office within 70 days of delivery or your claim will be reduced or denied.** At the time of delivery, you should have signed DD Form 1840 (Pink Sheet) with the carrier indicating any loss or damage you noticed. On the reverse side of the DD Form 1840, is DD Form 1840R. This form must be presented to the Claims Office within 70 days of delivery. After delivery, you should inspect your shipment for any additional damage or loss and record the information on DD Form 1840R. If you fail to present DD Form 1840R within 70 days, your claim will be reduced and may be totally denied. The Claims Office recovers the money paid to service members from the responsible carrier. The Claims Office has a contractual obligation to notify the carrier within 70 days of loss or damage; therefore, if you fail to provide notice of loss or damage within 70 days, the Army's loss will be passed on to you.

2) TWO YEARS FROM DELIVERY. **You must present your claim for payment within two years of delivery or you will be barred from payment.** The statute of limitation for filing a household good claim is two years and cannot be waived. Once you visit the Claims Office, you will receive a briefing on all the requirements of filing, and you will receive a claims packet containing all the necessary claims forms you need as well as instruction sheets. You have two years from the date of delivery to present your completed claims packet for payment.

[Instructions for Presenting a Household Goods Claim](#)